

Fig. 1

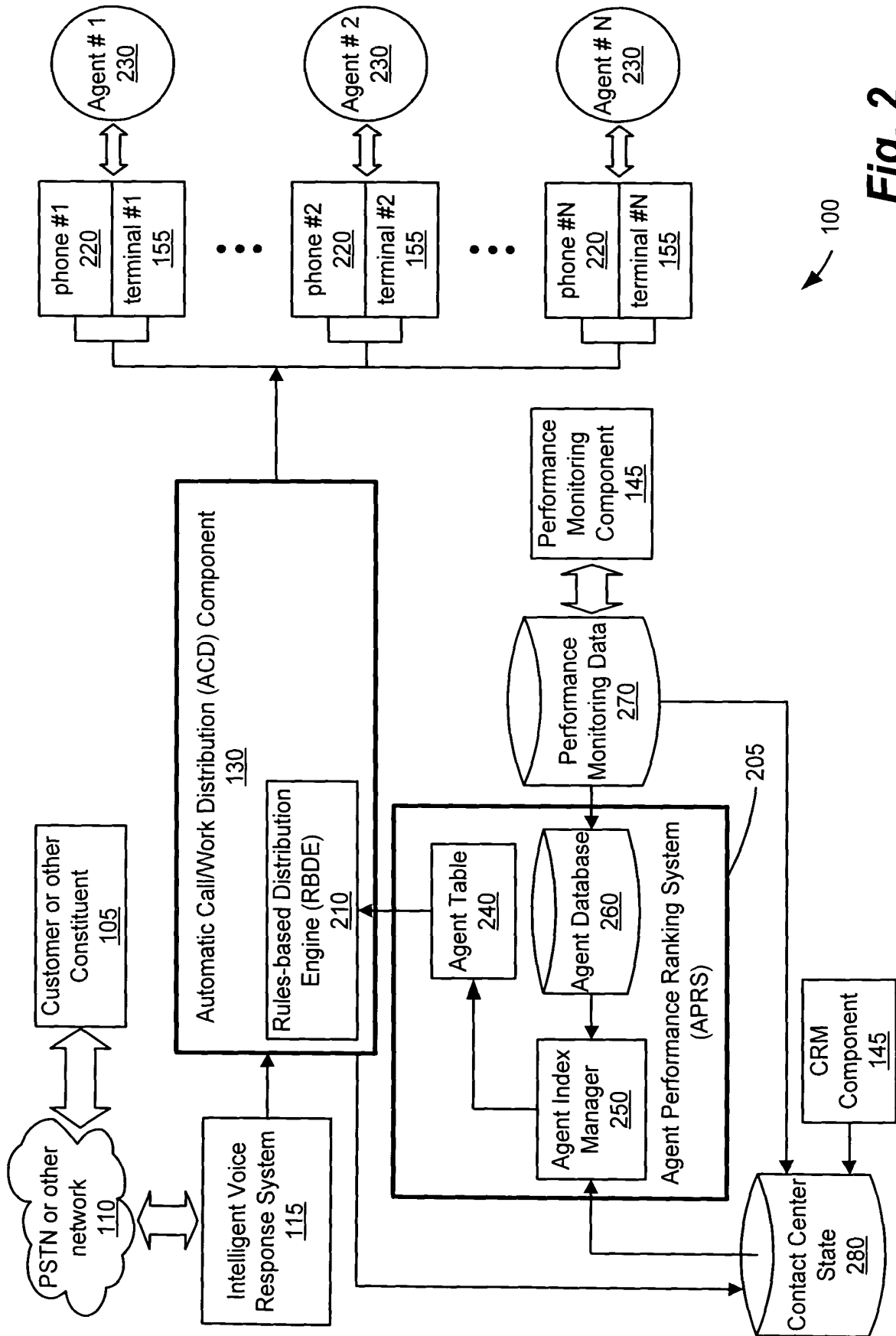


Fig. 2

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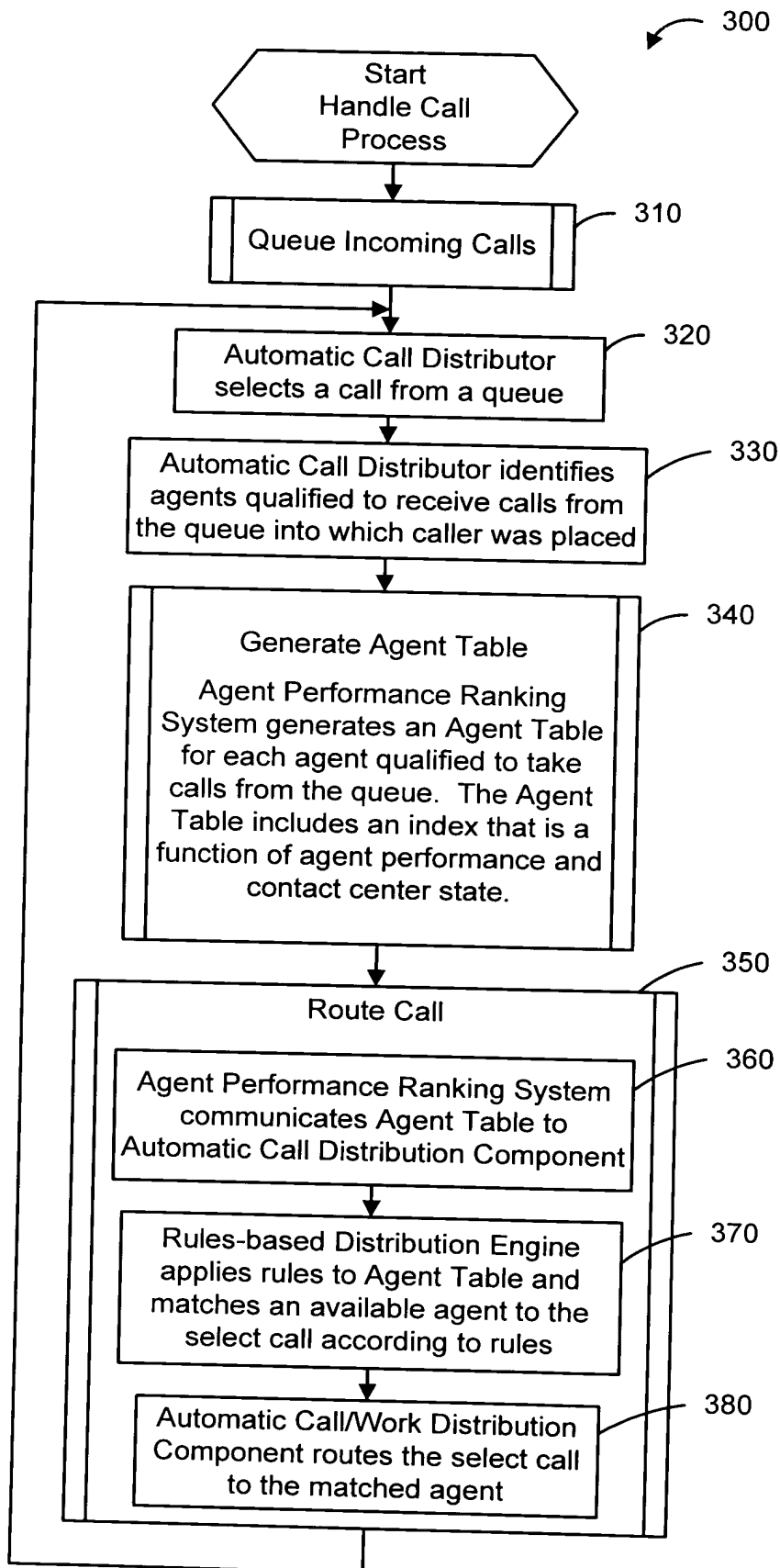


Fig. 3

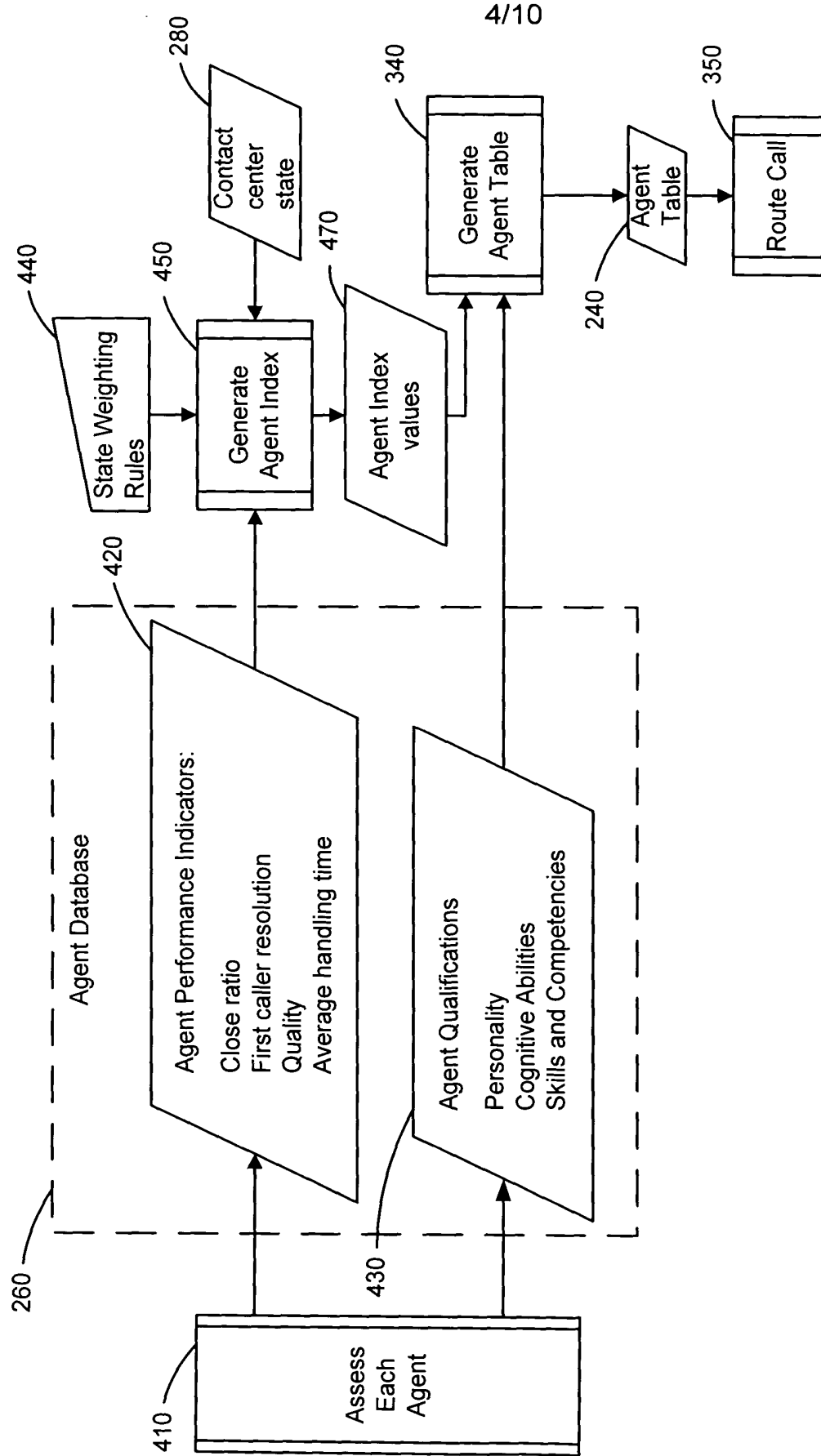
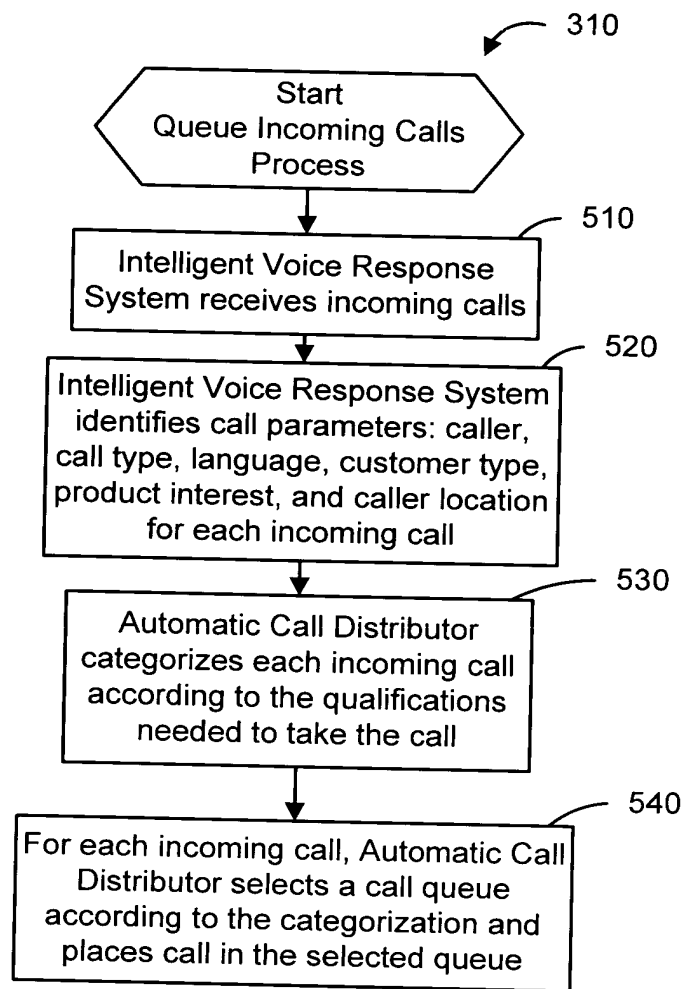


Fig. 4

**Fig. 5**

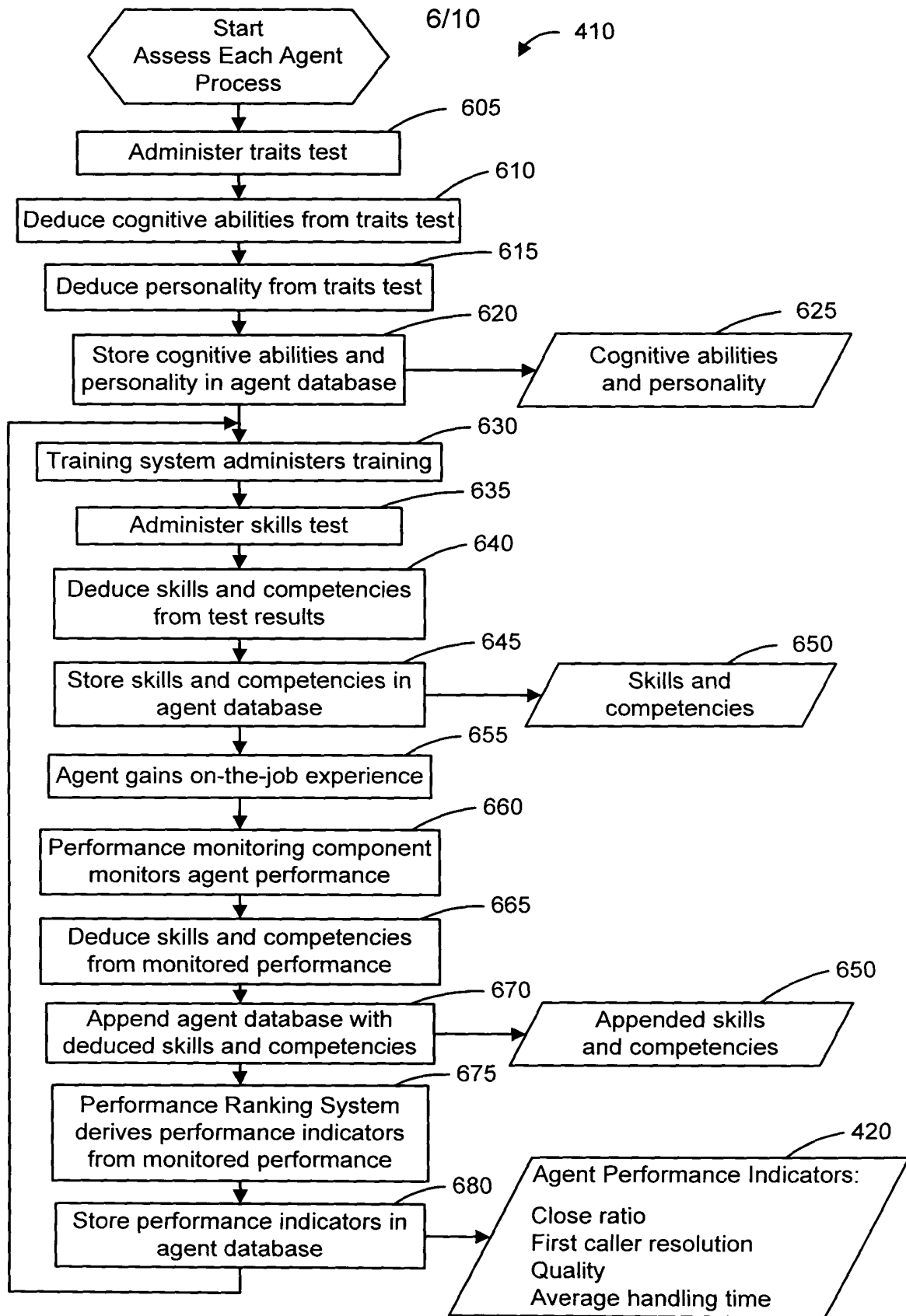


Fig. 6

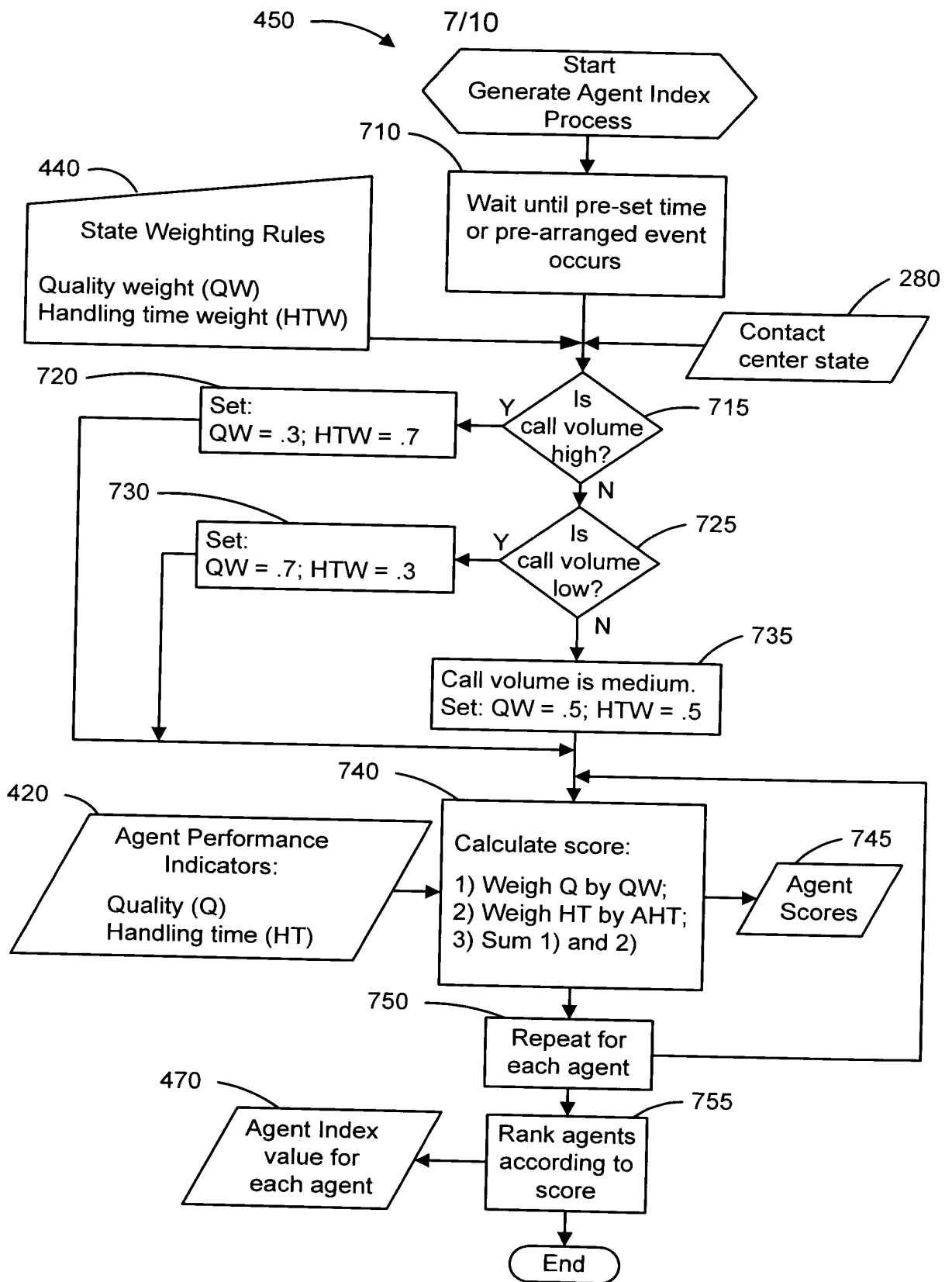


Fig. 7

Performance Profiles					
Agent A					
Performance Indicator	Target	Actual	Weight	Score	Index
Close ratio	56%	57%	0	0	1
First Call resolution	90%	82%	0	0	
Quality	95%	96%	.3	.288	
Average handling time	56%	57%	.7	.399	
Total Score				.687	
Agent B					
Performance Indicator	Target	Actual	Weight	Score	Index
Close ratio	56%	56%	0	0	2
First Call resolution	90%	88%	0	0	
Quality	95%	94%	.3	.282	
Average handling time	56%	56%	.7	.392	
Total Score				.674	
⋮					

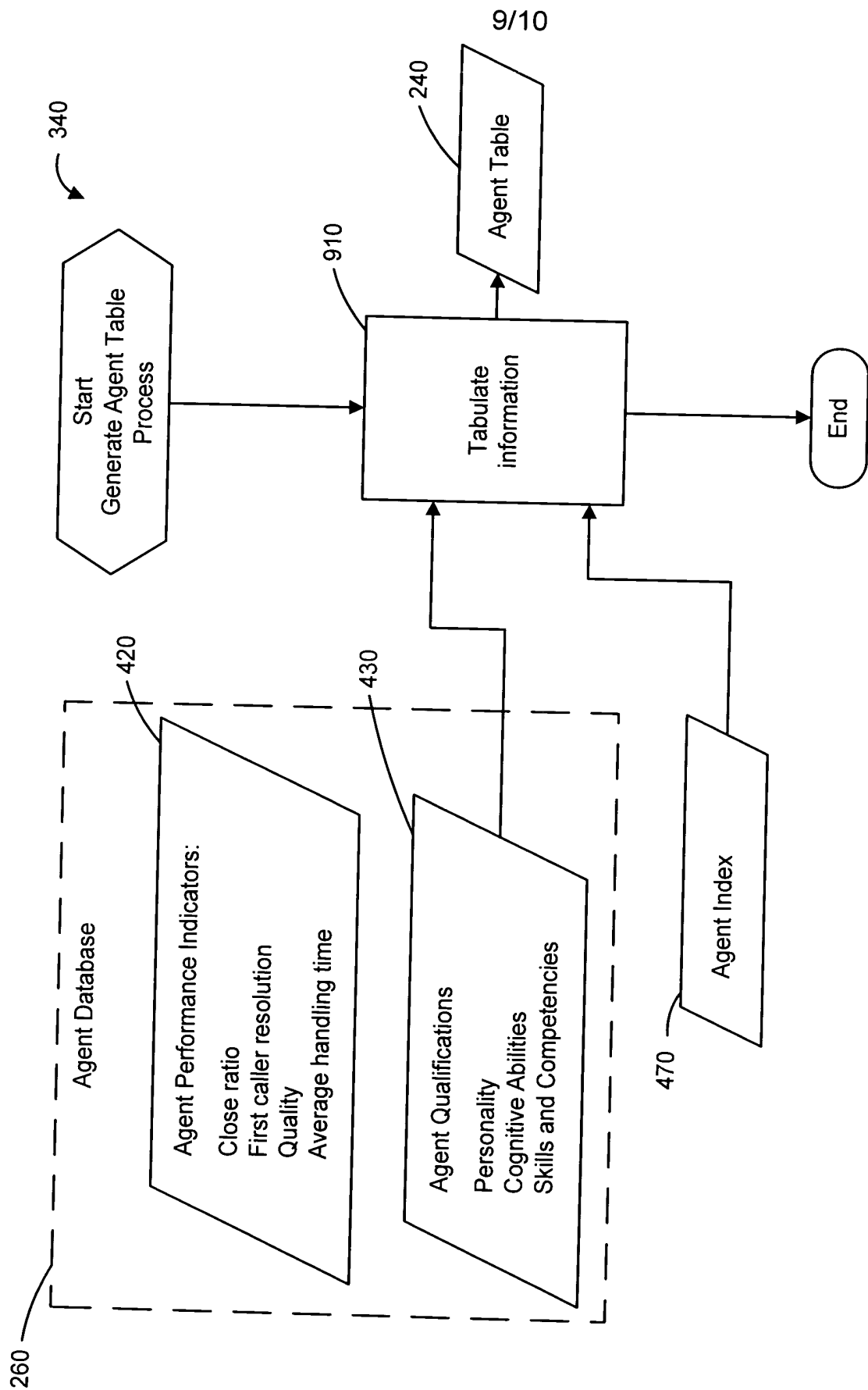


Fig. 9

AGENT TABLE FOR QUEUE 1												
Agent	Performance		Traits			Qualifications						
						Languages		Products		Listening	Problem Solving	
	Score	Index	Cognitive	Personality	Spanish	English	Flowers	Candy				
	Agent A	.687	1	High	Empathetic	P4	P5	P5	P0	P5	P5	P5
Agent B	.674	2	Average	Empathetic	P0	P5	P4	P0	P4	P4	P2	
Agent C	.5	5	Average	Competitive	P0	P5	P5	P4	P5	P5	P1	
Agent D	.55	4	Average	Aggressive	P5	P5	P4	P2	P2	P2	P3	
Agent E	.6	3	Low	Empathetic	P0	P5	P4	P0	P1	P1	P0	

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Fig. 10